

Logistics and Transportation Manager



Second Harvest Food Bank CCL Position Description

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| DEPARTMENT: | Warehouse |
| REPORTS TO: | Assistant Director |
| WORK HOURS: | 40 |
| LOCATION: | Springfield, Ohio |
| FLSA STATUS: | Salary/Exempt |
| SUPERVISORY: | Yes |
| REVISION DATE: | October 2023 |

Position Summary:

The Logistics and Transportation Manager is responsible for the daily management and execution of the Food Bank's warehouse operations including all incoming and outgoing product, production room activities, quality control, inventory management, safety and sanitation procedures and overall process management. The Logistics and Transportation Manager is also responsible for the overall maintenance of facility, vehicle and material handling equipment.

Essential Job Functions:

Warehouse

- Responsible for developing and ensuring effective and efficient warehouse procedures, including processes related to product receiving, storage, repackaging, distribution, inventory management, and any other related operations.
- Performs a variety of general warehouse duties alongside team members including order picking, receiving/shipping and loading/unloading deliveries, packing products, labeling items, inventory control, general maintenance and janitorial and custodial duties in warehouse, office, common areas and grounds.
- Develops and documents operational procedures for training and development of team members.
- Leads the team in the understanding of "use by," "sell by," and "best by" code dating to effectively remove harmful foods from the distribution process for proper disposal. Conducts daily review of all out-of-date coded products with supervisor for acceptable length of use or proper disposal.
- Leads the team in using the proper methods for pallet tagging inventory and assorted pallets and storage and treatment of all products.
- Ensures communication with Feeding America and Ohio Department of Job and Family Services (ODJFS) for required reporting on product irregularities.
- Operates motorized forklift, pallet jacks and other equipment within the warehouse in a safe and efficient manner and consistent with all safety requirements.

Inventory

- Oversees the inventory process with the warehouse team and ensures accurate records are kept.
- Developments and supports effective inventory control methods to include counting accuracy, proper storage, labeling, effective rotation, shelf-life monitoring, timely distribution, minimized shrinkage, shipping, receiving, and reporting accuracy.
- Effectively manages inventory to ensure quality of product (e.g. expiration dates, stock rotation, etc.). Incorporate a waste prevention program to minimize waste.

- Manages virtual and physical inventory. Analyzes all inventory issues such as outages and discrepancies and develops corrective procedures to improve inventory controls. Works with program team members to resolve any discrepancies related to product distribution. Assumes the lead role in weekly cycle count and monthly inventory process.
- Working with the Procurement Manager and program team members, develops strategies to distribute non-menu and slow-moving items in a timely manner.
- Communicates short life cycle products to program team members and other appropriate staff for swift distribution, adjusting shared maintenance fees as necessary.
- Adheres to Food Defense Safety Standards regarding storage of product with a focus on organization and product availability.

Transportation and Fleet Management

- Develops efficient models of distribution and donation collections. Schedules, monitors and adjusts trucking routes to effectively coordinate pick-up or delivery of products from donors or to partner agencies. Routes new partner agencies and develops new routes as needed to build agency capacity as requested by the programs team. Evaluates and responds to special requests to schedule drivers for weekend food drives, weekend deliveries, and other transportation needs that are outside of normal operations.
- Responds to inquiries from partner agencies, donors, and vendors.
- Develops and implements overall ownership, lease and maintenance programs for all company vehicles. Works with finance to document existing and replacement vehicles for long term planning.
- Develops and manages plans for vehicle retirement, replacement, and acquisition. Partners with all internal and external stakeholders to forecast future needs and models.
- Monitors overall DOT compliance program for all vehicles and drivers.
- Maintains ownership of fleet monitoring systems, its advancements and follow up on incidents.
- Serves as a driver if needed.

Facilities

- Maintains a working knowledge of materials, systems, maintenance schedules, and code requirements related to maintenance of facilities. Manages the maintenance and repair facilities structures, systems and components, including performing minor repairs to building plumbing, low-voltage, and line voltage electric systems, door hardware, fire and life safety protection/equipment systems and mechanical systems as needed to support up-time of all supporting and critical equipment.
- Manages the process of identifying repair and maintenance projects requiring the assistance of contractors or vendors; gathers information as directed to assist in estimating/evaluating project costs. Interfaces with all outside vendors involved in repairs and maintenance, understanding of contracts and vendor responsibilities and supervise construction and vendor repairs or projects.
- Supervises and trains all custodial staff, coordinating daily cleaning and maintenance activities. Manages the overall organization and cleanliness of the warehouse, coolers, and freezer, all work areas, building and property.
- Responsible for maintenance of food bank workplace safety and food safety manuals and conducts all warehouse operations in accordance with such manuals. Oversees monthly self-audits to assess how well the facility implements and monitors prerequisite and food safety programs. Directs corrective action identified in self-audits as necessary. Provides on-going training and education of staff to ensure quality control and safety standards. Provides forklift training and certification to staff.
- Creates and annually updates an effective disaster plan, post, train, and update evacuation procedures.
- Serves as the logistics coordinator for all on-site and some off -site events and activities. Responsible for ensuring that all operational components of an event or food distribution are properly communicated and implemented.

- Manages after hour donation referrals and receipts; respond to security concerns.

Leadership Functions

- Serves as a member of the leadership team to provide leadership in decision-making, vision building and strategic guidance in all areas.
- Develops procedures and monitors internal and external programs and operations policies to align with approved guidelines and proven effective methods of neighbor service. Assists in reviewing and updating departmental standard operating procedures.
- Establishes and tracks specific performance metrics related to all warehouse operations.
- Networks with other food banks to identify best practice standards and improve program outcomes.
- Promotes a cooperative spirit within the organization and among internal and external participants. Provides relationship building and superior customer service to all neighbors and partner organizations.
- Responds to and resolves partner requests and concerns.
- Meets regularly with staff and leadership to provide support, guidance, updates, and training.
- Attends Feeding America, ODJFS, and Ohio Association of Food Banks seminars and trainings as required.

Reporting:

- Develops system reports and correspondence for fuel reporting, mileage reporting, accident reports, driver safety reports, outbound reports and driver hours reports.
- Oversees and provides timely reporting of all agency and program results to comply with grants, agreements, funders, the Ohio Association of Foodbanks, AIB, and Feeding America.
- Ensures inventory information is accurate, reliable and accessible.
- Participates in all inspection processes, creates and completes any corrective actions required.
- Assists with completion of annual National Activity Report.

Support of Agency Mission and operations:

- Assists with on-site distributions as needed.
- Assists as needed in warehouse team operational coverage.
- Attends meetings, presentations, and trainings as required.
- Complies with and meets departmental goals and objectives.
- Learns, teaches, trains and adheres to all Feeding America and AIB required standards.
- Receives and maintains ServSafe certification.
- Actively participates in the Second Harvest Food Bank Leadership Team, dissemination of valuable information to appropriate team members.
- Assists as needed in coverage of operational needs, and budget control.
- Assists in rapid recognition and resolution of general and food safety issues.
- Participates in AIB certification.
- Attends network conferences as offered.
- Other duties as assigned.

Supervisory Responsibilities: Lead Driver, Drivers, Lead Warehouse Associate, Inventory Specialist, Warehouse Associates, Order Pullers, Custodians, Contractors/Vendors

- Establishes work plans, performance objectives/measures, goals (and regular reporting mechanisms) for each staff member supervised, undertaking regular supervision and training to achieve those goals.
- Manages the performance of all direct reports. Ensures that each staff member is working effectively in relation to annual and multi-year goals.
- Mentors and develops staff using a supportive and collaborative approach on a consistent basis.
- Interviews and trains new employees, takes disciplinary action when appropriate, conducts conflict resolution, and performs annual performance reviews for all direct reports.

- Promotes a culture of high performance and continuous improvement that values learning and a commitment to quality.

Education and Certifications:

- College Degree and 3-5 years of related work experience
- Forklift certification

Skills, Qualifications and Experience:

- High level of reasoning, with the ability to use judgment and experience to plan and accomplish goals.
- High level of verbal and written communication required. Ability to effectively present information to employees, contractors, vendors and clients and families served.
- Ability to effectively manage numerous projects simultaneously and work independently.
- Ability to build relationships with distribution partners and professional organizations as critical to effective work.
- Ability to effectively communicate required standards in a style of coaching and employee support, engagement and recognition.
- Ability to address conflict in a respectful manner.
- Ability to adequately respond to requests and demands in a timely manner and consistently follow through on projects and issues.
- Demonstrated skills in effective communication and listening.
- Demonstrated ability to record and provide written reports.
- Flexible, adaptable and responsive to change and modifying plans/strategies as needed to best meet the needs of those involved.
- Personal appearance that always reflects self-respect and professionalism.
- Valid state issued driver's license and proof of vehicle insurance.

Commitment to Service:

- Ability to work well with other staff in a collaborative effort to improve services, extend courtesy, friendliness and overall respect to meet the needs of the organization.
- Personal integrity and awareness of ethical principles and a willingness to accept assignments involving flexible work hours.
- Will be available for times and events when evenings and weekends will be required to fulfill duties.
- Sensitivity to needs of clients and families served.

Work Environment: Typical office and warehouse environment, with regular exposure to excessive noise, adverse environmental issues, and cooler/freezer temperatures.

Physical Demands: Position requires physical exertion to sit, stand, walk, stoop, verbal and written communication by phone or in person. Maximum unassisted lift 50 lbs., normal lift <40 lbs.

This job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time without notice.

Statement of Understanding:

I have read the above position description and the expectations of the position explained to me. By signing below, I indicate my understanding of what is required of me in this position. I agree to comply by all requirements of Second Harvest Food Bank CCL and Feeding America.

Employee signature below constitutes employee's understanding of the requirements, essential duties and responsibilities of the position.

Employee Signature

Printed Name

Date

Supervisor Signature

Printed Name

Date